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Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Commerce	Application Services	Danielle Hood	0 0	5 0	0 0	5 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	1 1	2 2	0 0	3 3
		Assigned to Individual Total	1 1	9 2	0 0	10 3
	Application Support	Derral Sorensen	0 0	1 0	0 0	1 0
		Jason Back	0 0	1 0	0 0	1 0
		Karen Duncan	0 0	1 0	0 0	1 0
		Michele Orrell	0 0	6 2	0 0	6 2
		Assigned to Individual Total	0 0	9 2	0 0	9 2
	Capitol Hosting	Danny Black	0 0	1 0	1 0	2 0
		Joe Benson	0 0	2 0	0 0	2 0

Commerce

			High	Low	Medium	FCR Total
Commerce	Capitol Hosting	Assigned to Individual Total	0 0	3 0	1 0	4 0
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	2 2	0 0	2 2
		Eileen Dubach	0 0	1 1	0 0	1 1
		James Stearns	0 0	30 30	0 0	30 30
		Julie VanBeekum	0 0	17 17	0 0	17 17
		None	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	53 53	0 0	53 53
	Metro A Desktop Support	Nancy Hachmeister	0 0	8 1	0 0	8 1
		Rodney Austin	0 0	29 15	0 0	29 15
		Assigned to Individual Total	0 0	37 16	0 0	37 16
	Metro A Help Desk	Ed Conrad	0 0	11 8	0 0	11 8

Commerce

			High	Low	Medium	FCR Total
Commerce	Metro A Help Desk	Edward Fortner	0 0	10 10	0 0	10 10
		Liz Evans	0 0	9 7	0 0	9 7
		Assigned to Individual Total	0 0	30 25	0 0	30 25
	Rural South Desktop Support	Scott Jesienouski	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice Engineering	Julie Johnson	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		James Gifford	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	4 2	0 0	4 2
		Assigned to Individual Total	0 0	8 2	0 0	8 2
	Assigned Group Total		2 1	154 100	1 0	157 101

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Commerce

	High	Low	Medium	FCR Total
Customer Company Total	2	154	1	157
	1	100	0	101

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Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MIR Total
Commerce	Application Services	Danielle Hood	0 0	5 1	0 0	5 1
		Dustin Crump	0 0	2 2	0 0	2 2
		Martin Gonzalez	1 0	2 1	0 0	3 1
		Assigned to Individual Total	1 0	9 4	0 0	10 4
	Application Support	Derral Sorensen	0 0	1 1	0 0	1 1
		Jason Back	0 0	1 0	0 0	1 0
		Karen Duncan	0 0	1 0	0 0	1 0
		Michele Orrell	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Capitol Hosting	Danny Black	0 0	1 0	1 0	2 0
		Joe Benson	0 0	2 0	0 0	2 0

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Commerce

			High	Low	Medium	MIR Total
Commerce	Capitol Hosting	**Assigned to Individual Total**	0 0	3 0	1 0	4 0
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		James Stearns	0 0	30 0	0 0	30 0
		Julie VanBeekum	0 0	17 0	0 0	17 0
		None	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	53 0	0 0	53 0
	Metro A Desktop Support	Nancy Hachmeister	0 0	8 0	0 0	8 0
		Rodney Austin	0 0	29 0	0 0	29 0
		Assigned to Individual Total	0 0	37 0	0 0	37 0
	Metro A Help Desk	Ed Conrad	0 0	11 0	0 0	11 0

Commerce

			High	Low	Medium	MIR Total
Commerce	Metro A Help Desk	Edward Fortner	0 0	10 0	0 0	10 0
		Liz Evans	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	30 0	0 0	30 0
	Rural South Desktop Support	Scott Jesienouski	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Voice Engineering	Julie Johnson	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		James Gifford	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Assigned Group Total		2 0	154 6	1 0	157 6

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Commerce

	High	Low	Medium	MIR Total
Customer Company Total	2 0	154 6	1 0	157 6

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Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTIR Total
Commerce	Application Services	Danielle Hood	0 0.00	5 9.73	0 0.00	5 9.73
		Dustin Crump	0 0.00	2 71.53	0 0.00	2 71.53
		Martin Gonzalez	1 0.00	2 53.49	0 0.00	3 35.66
		Assigned to Individual Total	1 0.00	9 33.19	0 0.00	10 29.87
	Application Support	Derral Sorensen	0 0.00	1 1.46	0 0.00	1 1.46
		Jason Back	0 0.00	1 0.13	0 0.00	1 0.13
		Karen Duncan	0 0.00	1 0.00	0 0.00	1 0.00
		Michele Orrell	0 0.00	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	0 0.00	9 0.18	0 0.00	9 0.18
	Capitol Hosting	Danny Black	0 0.00	1 0.13	1 0.04	2 0.09

Commerce

			High	Low	Medium	ATTIR Total
Commerce	Capitol Hosting	Joe Benson	0 0.00	2 0.44	0 0.00	2 0.44
		Assigned to Individual Total	0 0.00	3 0.34	1 0.04	4 0.26
	Enterprise Security	Bart Grant	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	1 0.19	0 0.00	1 0.19
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00
		Eileen Dubach	0 0.00	1 0.80	0 0.00	1 0.80
		James Stearns	0 0.00	30 0.49	0 0.00	30 0.49
		Julie VanBeekum	0 0.00	17 0.01	0 0.00	17 0.01
		None	0 0.00	1 0.51	0 0.00	1 0.51
		Vicky Marrelli	0 0.00	2 0.04	0 0.00	2 0.04
		Assigned to Individual Total	0 0.00	53 0.30	0 0.00	53 0.30
	Metro A Desktop Support	Nancy Hachmeister	0 0.00	8 0.15	0 0.00	8 0.15
		Rodney Austin	0 0.00	29 0.06	0 0.00	29 0.06
		Assigned to Individual Total	0 0.00	37 0.08	0 0.00	37 0.08

Commerce

			High	Low	Medium	ATTIR Total
Commerce	Metro A Help Desk	Ed Conrad	0 0.00	11 0.00	0 0.00	11 0.00
		Edward Fortner	0 0.00	10 0.05	0 0.00	10 0.05
		Liz Evans	0 0.00	9 0.01	0 0.00	9 0.01
		Assigned to Individual Total	0 0.00	30 0.02	0 0.00	30 0.02
	Rural South Desktop Support	Scott Jesienouski	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	0 0.00	1 0.23	0 0.00	1 0.23
	Strategic Communications	Luis Larios	0 0.00	3 2.17	0 0.00	3 2.17
		Assigned to Individual Total	0 0.00	3 2.17	0 0.00	3 2.17
	Voice Engineering	Julie Johnson	1 0.00	0 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	0 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	2 0.37	0 0.00	2 0.37
		James Gifford	0 0.00	2 0.24	0 0.00	2 0.24
		Romanza Hamblin Sorensen	0 0.00	4 0.17	0 0.00	4 0.17
		Assigned to Individual Total	0 0.00	8 0.24	0 0.00	8 0.24

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Commerce

		High	Low	Medium	ATTIR Total
Commerce	**Assigned Group Total**	2 0.00	154 2.14	1 0.04	157 2.10
Customer Company Total		2 0.00	154 2.14	1 0.04	157 2.10

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Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Commerce	Application Services	Danielle Hood	0 0	5 2	0 0	5 2
		Dustin Crump	0 0	2 2	0 0	2 2
		Martin Gonzalez	1 0	2 2	0 0	3 2
		Assigned to Individual Total	1 0	9 6	0 0	10 6
	Application Support	Derral Sorensen	0 0	1 0	0 0	1 0
		Jason Back	0 0	1 0	0 0	1 0
		Karen Duncan	0 0	1 1	0 0	1 1
		Michele Orrell	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	9 1	0 0	9 1
	Capitol Hosting	Danny Black	0 0	1 0	1 0	2 0
		Joe Benson	0 0	2 0	0 0	2 0

Commerce

			High	Low	Medium	MR Total
Commerce	Capitol Hosting	Assigned to Individual Total	0 0	3 0	1 0	4 0
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	1 0	0 0	1 0
		James Stearns	0 0	30 0	0 0	30 0
		Julie VanBeekum	0 0	17 0	0 0	17 0
		None	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	53 0	0 0	53 0
	Metro A Desktop Support	Nancy Hachmeister	0 0	8 0	0 0	8 0
		Rodney Austin	0 0	29 0	0 0	29 0
		Assigned to Individual Total	0 0	37 0	0 0	37 0
	Metro A Help Desk	Ed Conrad	0 0	11 0	0 0	11 0

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Commerce

			High	Low	Medium	MR Total
Commerce	Metro A Help Desk	Edward Fortner	0 0	10 0	0 0	10 0
		Liz Evans	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	30 0	0 0	30 0
	Rural South Desktop Support	Scott Jesienouski	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Voice Engineering	Julie Johnson	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		James Gifford	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Assigned Group Total		2 0	154 9	1 0	157 9

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Commerce

	High	Low	Medium	MR Total
Customer Company Total	2 0	154 9	1 0	157 9

Commerce

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTR Total
Commerce	Application Services	Danielle Hood	0 0.00	5 26.48	0 0.00	5 26.48
		Dustin Crump	0 0.00	2 71.53	0 0.00	2 71.53
		Martin Gonzalez	1 0.94	2 71.48	0 0.00	3 47.97
		Assigned to Individual Total	1 0.94	9 46.49	0 0.00	10 41.93
	Application Support	Derral Sorensen	0 0.00	1 3.38	0 0.00	1 3.38
		Jason Back	0 0.00	1 0.49	0 0.00	1 0.49
		Karen Duncan	0 0.00	1 6.50	0 0.00	1 6.50
		Michele Orrell	0 0.00	6 0.34	0 0.00	6 0.34
		Assigned to Individual Total	0 0.00	9 1.38	0 0.00	9 1.38
	Capitol Hosting	Danny Black	0 0.00	1 0.13	1 0.10	2 0.11

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Commerce

			High	Low	Medium	ATTR Total
Commerce	Capitol Hosting	Joe Benson	0 0.00	2 0.57	0 0.00	2 0.57
		Assigned to Individual Total	0 0.00	3 0.42	1 0.10	4 0.34
	Enterprise Security	Bart Grant	0 0.00	1 0.64	0 0.00	1 0.64
		Assigned to Individual Total	0 0.00	1 0.64	0 0.00	1 0.64
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00
		Eileen Dubach	0 0.00	1 0.80	0 0.00	1 0.80
		James Stearns	0 0.00	30 0.49	0 0.00	30 0.49
		Julie VanBeekum	0 0.00	17 0.01	0 0.00	17 0.01
		None	0 0.00	1 0.51	0 0.00	1 0.51
		Vicky Marrelli	0 0.00	2 0.64	0 0.00	2 0.64
		Assigned to Individual Total	0 0.00	53 0.33	0 0.00	53 0.33
	Metro A Desktop Support	Nancy Hachmeister	0 0.00	8 0.25	0 0.00	8 0.25
		Rodney Austin	0 0.00	29 0.23	0 0.00	29 0.23
		Assigned to Individual Total	0 0.00	37 0.23	0 0.00	37 0.23

Commerce

			High	Low	Medium	ATTR Total
Commerce	Metro A Help Desk	Ed Conrad	0 0.00	11 0.24	0 0.00	11 0.24
		Edward Fortner	0 0.00	10 0.07	0 0.00	10 0.07
		Liz Evans	0 0.00	9 0.13	0 0.00	9 0.13
		Assigned to Individual Total	0 0.00	30 0.15	0 0.00	30 0.15
	Rural South Desktop Support	Scott Jesienouski	0 0.00	1 1.33	0 0.00	1 1.33
		Assigned to Individual Total	0 0.00	1 1.33	0 0.00	1 1.33
	Strategic Communications	Luis Larios	0 0.00	3 5.45	0 0.00	3 5.45
		Assigned to Individual Total	0 0.00	3 5.45	0 0.00	3 5.45
	Voice Engineering	Julie Johnson	1 	0 0.00	0 0.00	1
		Assigned to Individual Total	1 	0 0.00	0 0.00	1
	Voice Operations	Gail Christiansen	0 0.00	2 0.56	0 0.00	2 0.56
		James Gifford	0 0.00	2 0.52	0 0.00	2 0.52
		Romanza Hamblin Sorensen	0 0.00	4 0.70	0 0.00	4 0.70
		Assigned to Individual Total	0 0.00	8 0.62	0 0.00	8 0.62

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		High	Low	Medium	ATTR Total
Commerce	**Assigned Group Total**	2	154	1	157
		0.94	3.15	0.10	3.12
Customer Company Total		2	154	1	157
		0.94	3.15	0.10	3.12

Commerce

Detail

INC000000617637	Michele Beck	Application	None	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Commerce	High	Closed	TTR Missed: No	0.94
INC000000623058	Dennis Miller	Application	None	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: Yes	35.96
INC000000626954	Cyndy Nelson	None	None	Gmail		TIR Missed: No	0.16
	Application Services	Danielle Hood	Commerce	Low	Closed	TTR Missed: Yes	78.05
INC000000627645	David B Taylor	Application	Error	Gmail		TIR Missed: Yes	104.47
	Application Services	Dustin Crump	Commerce	Low	Closed	TTR Missed: Yes	104.47
INC000000628297	Rich Oborn	None	None	None		TIR Missed: Yes	47.95
	Application Services	Danielle Hood	Commerce	Low	Closed	TTR Missed: Yes	48.10
INC000000628591	Tanja Salazar	Application	None	Gmail		TIR Missed: Yes	106.98
	Application Services	Martin Gonzalez	Commerce	Low	Closed	TTR Missed: Yes	106.99
INC000000629728	Kathy Berg	None	None	None		TIR Missed: No	0.00
	Voice Engineering	Julie Johnson	Commerce	High	Closed	TTR Missed: No	
INC000000629749	Lee Avery	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.86
INC000000630577	John Crawford	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000630598	Valarie Stewart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000630811	John Sims	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.01
INC000000631133	Tyler Clawson	Mobile Devices	Error	iPhone		TIR Missed: Yes	38.59
	Application Services	Dustin Crump	Commerce	Low	Closed	TTR Missed: Yes	38.59
INC000000631176	Debra Hobbins	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.43
INC000000631485	Shauna Dewolf	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000631582	Taylor Bradley	EIS Hardware	None	None		TIR Missed: No	0.27
	Strategic Communications	Luis Larios	Commerce	Low	Closed	TTR Missed: No	0.27
INC000000631583	Elaine Barker	EIS Hardware	None	None		TIR Missed: Yes	5.68
	Strategic Communications	Luis Larios	Commerce	Low	Closed	TTR Missed: Yes	8.07

Commerce

INC000000631781	Matt Croft	Application	None	Internet Explorer	TIR Missed: No	0.26
Metro A Desktop Support		Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.26

INC000000631786	Joyce McStotts	None	None	None	TIR Missed: No	0.00
Metro A Help Desk		Edward Fortner	Commerce	Low	Closed	TTR Missed: No	0.00

INC000000631800	Janeen Steer	Telecom	Call Management	Telephone	TIR Missed: No	0.22
Voice Operations		James Gifford	Commerce	Low	Closed	TTR Missed: No	0.32

INC000000631804	Sharon Smalley	Application	None	License Enforcement System	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00

INC000000631975	Angela Hendricks	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.00

INC000000632142	Louise McMillian	None	None	None	TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.00

INC000000632372	Karen Wicker	Telecom	Voice Mail	Telephone	TIR Missed: No	0.14
Voice Operations		Romanza Hamblin Sorensen	Commerce	Low	Closed	TTR Missed: No	0.34

INC000000632413	Elizabeth Blaylock	Network	Performance	None	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00

INC000000632641	David Thomson	Application	Error	Gmail	TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.09

INC000000632667	Van Kagie	Application	Reporting	Gmail	TIR Missed: No	0.51
Application Services		Danielle Hood	Commerce	Low	Closed	TTR Missed: No	0.63

INC000000632792	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.23
Rural South Desktop Support		Scott Jesienouski	Commerce	Low	Closed	TTR Missed: No	1.33

INC000000632793	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.43
Help Desk		James Stearns	Commerce	Low	Closed	TTR Missed: No	0.43

INC000000632794	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.43
Help Desk		James Stearns	Commerce	Low	Closed	TTR Missed: No	0.43

INC000000632795	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.44
Help Desk		James Stearns	Commerce	Low	Closed	TTR Missed: No	0.44

INC000000632796	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.44
Help Desk		James Stearns	Commerce	Low	Closed	TTR Missed: No	0.44

INC000000632797	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.45
Help Desk		James Stearns	Commerce	Low	Closed	TTR Missed: No	0.45

INC000000632798	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.45
Help Desk		James Stearns	Commerce	Low	Closed	TTR Missed: No	0.45

Commerce

INC000000632800	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.46
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.46
INC000000632801	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.46
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.46
INC000000632802	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.46
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.46
INC000000632804	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.46
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.46
INC000000632805	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.47
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.47
INC000000632806	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.47
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.47
INC000000632807	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.51
	Help Desk	None	Commerce	Low	Closed	TTR Missed: No	0.51
INC000000632808	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.52
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.52
INC000000632809	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.52
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.52
INC000000632810	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.53
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.53
INC000000632811	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.54
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.54
INC000000632812	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.54
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.54
INC000000632813	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.55
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.55
INC000000632815	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.53
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.53
INC000000632816	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.53
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.53
INC000000632818	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.53
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.53
INC000000632819	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.54
	Help Desk	James Stearns	Commerce	Low	Closed	TTR Missed: No	0.54

Commerce

INC000000632820	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.54
Help Desk	James Stearns	Commerce		Low	Closed	TTR Missed: No	0.54
INC000000632822	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.56
Help Desk	James Stearns	Commerce		Low	Closed	TTR Missed: No	0.56
INC000000632823	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.57
Help Desk	James Stearns	Commerce		Low	Closed	TTR Missed: No	0.57
INC000000632824	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.59
Help Desk	James Stearns	Commerce		Low	Closed	TTR Missed: No	0.59
INC000000632825	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.59
Help Desk	James Stearns	Commerce		Low	Closed	TTR Missed: No	0.59
INC000000632826	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.60
Help Desk	James Stearns	Commerce		Low	Closed	TTR Missed: No	0.60
INC000000632847	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.42
Help Desk	James Stearns	Commerce		Low	Closed	TTR Missed: No	0.42
INC000000633277	Glen Minson	Network	Performance	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	0.00
INC000000633353	Dane Ishihara	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Commerce		Low	Closed	TTR Missed: No	0.49
INC000000633371	Karen Wicker	Application	Error	Gmail	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Commerce		Low	Closed	TTR Missed: No	0.00
INC000000633421	Vince Garcia	Application	Password	Utah Master Directory	TIR Missed: No	0.80
Help Desk	Eileen Dubach	Commerce		Low	Closed	TTR Missed: No	0.80
INC000000633433	Katherine Graham	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Commerce		Low	Closed	TTR Missed: No	0.22
INC000000633557	Brittany Butsch	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Commerce		Low	Closed	TTR Missed: No	0.23
INC000000633681	Tyler Clawson	Application	Error	Gmail	TIR Missed: No	0.12
Metro A Desktop Support	Nancy Hachmeister	Commerce		Low	Closed	TTR Missed: No	0.13
INC000000633714	Lee Avery	None	None	None	TIR Missed: No	0.00
Application Support	Karen Duncan	Commerce		Low	Closed	TTR Missed: Yes	6.50
INC000000633835	Paul M Anderson	Application	Error	Google Chrome	TIR Missed: No	0.53
Metro A Help Desk	Edward Fortner	Commerce		Low	Closed	TTR Missed: No	0.57
INC000000633947	Glen Minson	Network	None	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	0.00

Commerce

ID	Requester	Category	Type	Item	TIR Missed		Time1
INC000000634078	Cameron Dibb	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000634144	Amy Steadman	PC/Laptop	Performance	None	TIR Missed: No		0.11
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.11
INC000000634733	Shauna Benvegnu-Springe	Application	Password	Gmail	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000635032	Marvin Sims	None	None	None	TIR Missed: No		0.55
	Capitol Hosting	Joe Benson	Commerce	Low	Closed	TTR Missed: No	0.67
INC000000635131	Carol Inglesby	Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.00
	Application Support	Michele Orrell	Commerce	Low	Closed	TTR Missed: No	0.55
INC000000635468	Kimberly Jensen	Network	None	Novell eDirectory	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000635673	Jennifer Avila Johnson	None	None	None	TIR Missed: No		0.13
	Capitol Hosting	Danny Black	Commerce	Low	Closed	TTR Missed: No	0.13
INC000000635723	Amber Cooper	EIS Hardware	None	None	TIR Missed: No		0.55
	Strategic Communications	Luis Larios	Commerce	Low	Closed	TTR Missed: Yes	8.00
INC000000635908	Neena Bowen	Application	None	Utah Master Directory	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000636371	Maria Bishop	Telecom	Voice Mail	None	TIR Missed: No		0.41
	Voice Operations	Romanza Hamblin Sorensen	Commerce	Low	Resolved	TTR Missed: No	1.67
INC000000636375	Ann Skaggs	Application	Error	M86	TIR Missed: No		0.19
	Enterprise Security	Bart Grant	Commerce	Low	Closed	TTR Missed: No	0.64
INC000000636423	Michael Palumbo	Telecom	Area Code	Telephone	TIR Missed: No		0.65
	Voice Operations	Gail Christiansen	Commerce	Low	Closed	TTR Missed: No	1.03
INC000000636585	Debra Troxel	None	None	None	TIR Missed: No		0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000636711	David B Taylor	Application	None	Gmail	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000636795	Mary Price	None	None	None	TIR Missed: No		0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	2.11
INC000000636955	Julie Price	None	None	None	TIR Missed: No		0.10
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.10
INC000000636997	Jody Woolf	None	None	None	TIR Missed: No		0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.07

Commerce

Incident	Name	Type	Category	Item		TIR Missed	Value
INC000000637121	Jan Buchi	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	0.00
INC000000637339	David B Taylor	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Commerce		Low	Closed	TTR Missed: No	0.00
INC000000637560	Darlene Congrove	Application	None	Internet Explorer		TIR Missed: No	0.06
Metro A Desktop Support	Rodney Austin	Commerce		Low	Closed	TTR Missed: No	0.06
INC000000637606	Lynne Anthony	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Commerce		Low	Closed	TTR Missed: No	0.02
INC000000637664	Elaine Barker	None	None	None		TIR Missed: No	0.00
Application Support	Michele Orrell	Commerce		Low	Closed	TTR Missed: No	1.51
INC000000637673	Marvin Sims	None	None	None		TIR Missed: No	0.32
Capitol Hosting	Joe Benson	Commerce		Low	Closed	TTR Missed: No	0.46
INC000000637908	Taylor Bradley	None	None	None		TIR Missed: No	0.00
Application Support	Michele Orrell	Commerce		Low	Closed	TTR Missed: No	0.00
INC000000637978	Jody Woolf	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Commerce		Low	Closed	TTR Missed: No	0.05
INC000000638181	Carol Swensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Commerce		Low	Closed	TTR Missed: No	0.01
INC000000638225	Sandra Garside	Application	Password	Utah Master Directory		TIR Missed: No	0.07
Help Desk	Vicky Marrelli	Commerce		Low	Closed	TTR Missed: No	0.64
INC000000638235	Toni Heldman	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
Help Desk	James Stearns	Commerce		Low	Closed	TTR Missed: No	0.00
INC000000638260	Van Kagie	Application	Password	Utah Master Directory		TIR Missed: No	0.02
Help Desk	Vicky Marrelli	Commerce		Low	Closed	TTR Missed: No	0.65
INC000000638361	Douglas Wheelwright	Network	Error	None		TIR Missed: No	0.06
Metro A Help Desk	Liz Evans	Commerce		Low	Closed	TTR Missed: No	0.21
INC000000638393	Maxine McBurnett	None	None	None		TIR Missed: Yes	1.46
Application Support	Derral Sorensen	Commerce		Low	Closed	TTR Missed: No	3.38
INC000000638575	Heidie George	Application	None	Internet Explorer		TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Commerce		Low	Resolved	TTR Missed: No	0.13
INC000000638886	Dave Hermansen	Application	None	Gmail		TIR Missed: No	0.02
Metro A Desktop Support	Rodney Austin	Commerce		Low	Resolved	TTR Missed: No	0.07
INC000000638895	Lauree Larson	Network	Performance	Novell eDirectory		TIR Missed: No	0.05
Metro A Desktop Support	Rodney Austin	Commerce		Low	Resolved	TTR Missed: No	0.05

Commerce

Incident	Name	Category	Subcategory	Product			Value
INC000000638901	Jody Colvin	None	None	None	TIR Missed:	No	0.09
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.09
INC000000638909	Julie Price	Network	Performance	None	TIR Missed:	No	0.12
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.14
INC000000638914	Heidie George	Application	None	None	TIR Missed:	No	0.19
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.19
INC000000639024	Richard Jaramillo	Application	Error	Gmail	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000639542	Tim Davis	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.60
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.79
INC000000639576	Missie Stoffel	Application	Error	Internet Explorer	TIR Missed:	No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.06
INC000000640024	Tim Beardall	Telecom	Voice Mail	None	TIR Missed:	No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Commerce	Low	Resolved	TTR Missed: No	0.62
INC000000640310	Heidie George	Application	None	None	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000640317	Connie Call	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	0.16
INC000000640349	Connie Call	None	None	None	TIR Missed:	No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.39
INC000000640365	Carol Swensen	None	None	None	TIR Missed:	No	0.00
	Application Support	Michele Orrell	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000640371	Marvin Everett	Application	None	Novell GroupWise	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000640419	Connie Call	Network	None	Novell eDirectory	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000640592	Karen Wicker	PC/Laptop	None	None	TIR Missed:	No	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.04
INC000000640594	Renda Christensen	PC/Laptop	Performance	None	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000640601	Lynne Anthony	PC/Laptop	Performance	None	TIR Missed:	No	0.02
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.60
INC000000640710	Kenneth Barton	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.08

Commerce

INC000000640881	Mitchell Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Commerce		Low	Resolved	TTR Missed:	No	0.00
INC000000641018	Maria Lohse	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Commerce		Low	Resolved	TTR Missed:	No	0.40
INC000000641027	Ao Pauga	Network	Error	None	TIR Missed:	No	0.16
Metro A Desktop Support	Nancy Hachmeister	Commerce		Low	Resolved	TTR Missed:	No	0.40
INC000000641069	Marlin Barrow	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Edward Fortner	Commerce		Low	Resolved	TTR Missed:	No	0.08
INC000000641381	Marvin Sims	Server	Performance	None	TIR Missed:	No	0.04
Capitol Hosting	Danny Black	Commerce		Medium	Resolved	TTR Missed:	No	0.10
INC000000641723	Connie Call	Application	Error	None	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Commerce		Low	Resolved	TTR Missed:	No	0.92
INC000000641812	Michael Palumbo	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.09
Voice Operations	Gail Christiansen	Commerce		Low	Resolved	TTR Missed:	No	0.09
INC000000641896	Julie Price	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Commerce		Low	Resolved	TTR Missed:	No	0.00
INC000000641908	Julie Price	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Commerce		Low	Resolved	TTR Missed:	No	0.55
INC000000641909	Jacob Corsi	None	None	None	TIR Missed:	No	0.00
Metro A Desktop Support	Rodney Austin	Commerce		Low	Resolved	TTR Missed:	No	0.03
INC000000642212	Bowen Call	PC/Laptop	None	None	TIR Missed:	No	0.14
Metro A Desktop Support	Rodney Austin	Commerce		Low	Resolved	TTR Missed:	No	0.14
INC000000642237	Susan Higgs	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Edward Fortner	Commerce		Low	Resolved	TTR Missed:	No	0.00
INC000000642302	Julie Price	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Commerce		Low	Resolved	TTR Missed:	No	0.24
INC000000642363	Susan Higgs	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Edward Fortner	Commerce		Low	Resolved	TTR Missed:	No	0.00
INC000000642475	Chrishel James	Application	None	Gmail	TIR Missed:	No	0.15
Metro A Desktop Support	Rodney Austin	Commerce		Low	Resolved	TTR Missed:	No	0.15
INC000000642507	Maria Lohse	None	None	None	TIR Missed:	No	0.00
Application Services	Danielle Hood	Commerce		Low	Resolved	TTR Missed:	No	4.85
INC000000642549	Julie Price	Telecom	Coverage Path	Telephone	TIR Missed:	No	0.26
Voice Operations	James Gifford	Commerce		Low	Resolved	TTR Missed:	No	0.72

Commerce

INC000000642573	Carolyn Dennis	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.09
INC000000642648	Lynn Hanson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.03
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.03
INC000000642848	Brittany Butsch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000642927	Charles H Peterson	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000642994	David Furlong	None	None	None	TIR Missed: No	0.20
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.20
INC000000643010	Maria Lohse	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000643037	Maria Lohse	Telecom	Voice Mail	Telephone	TIR Missed: No	0.09
Voice Operations	Romanza Hamblin Sorensen	Commerce	Low	Resolved	TTR Missed: No	0.18
INC000000643104	Louise McMillian	None	None	None	TIR Missed: No	0.00
Application Support	Michele Orrell	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000643198	Khylee Hansen	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	0.18
INC000000643295	Debra Troxel	None	None	None	TIR Missed: No	0.13
Application Support	Jason Back	Commerce	Low	Resolved	TTR Missed: No	0.49
INC000000643310	Tabitha Mcclellan	None	None	None	TIR Missed: No	0.17
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.17
INC000000643323	Debra Troxel	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000643336	Rich Oborn	None	None	None	TIR Missed: No	0.07
Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.09
INC000000643352	Debra Troxel	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000643759	Barbara Waters	Application	None	Internet Explorer	TIR Missed: No	0.10
Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.11
INC000000643941	Tom Harper	PC/Laptop	Virus	None	TIR Missed: No	0.19
Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.21
INC000000643950	Charles Lyons	None	None	None	TIR Missed: No	0.04
Application Services	Danielle Hood	Commerce	Low	Resolved	TTR Missed: No	0.75

Commerce

INC000000644003	Sheila Thomas	Network	Performance	Novell eDirectory		TIR Missed:	No	0.10
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	0.10
INC000000644440	Jared Memmott	Application	None	Gmail		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	0.00
INC000000644509	Susan Higgs	None	None	None		TIR Missed:	No	0.00
	Metro A Help Desk	Edward Fortner	Commerce	Low	Resolved	TTR Missed:	No	0.00
INC000000644795	Valeri Stewart	None	None	None		TIR Missed:	No	0.00
	Application Support	Michele Orrell	Commerce	Low	Resolved	TTR Missed:	No	0.00
INC000000644865	Matt Croft	None	None	None		TIR Missed:	No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed:	No	0.29